



# THE NEW DAPS

## *Innovators in Document Solutions*

**U.S. Air Force Publishing Conference St. Louis, MO - 8 Oct 02**

# **Document Automation**



## **Business Profile**

### **Worldwide Enterprise**

- 170 Locations / 14 Countries / 1,100 Employees
- 54K+ Cust. Acc'ts / 3M Orders / 14B+ Pages
- \$390M Annual Sales (FY01)
- 50% Outsourced, Over 700 Subcontractors
- Contracts

## **& Production Service**



## **Best Business Practices**

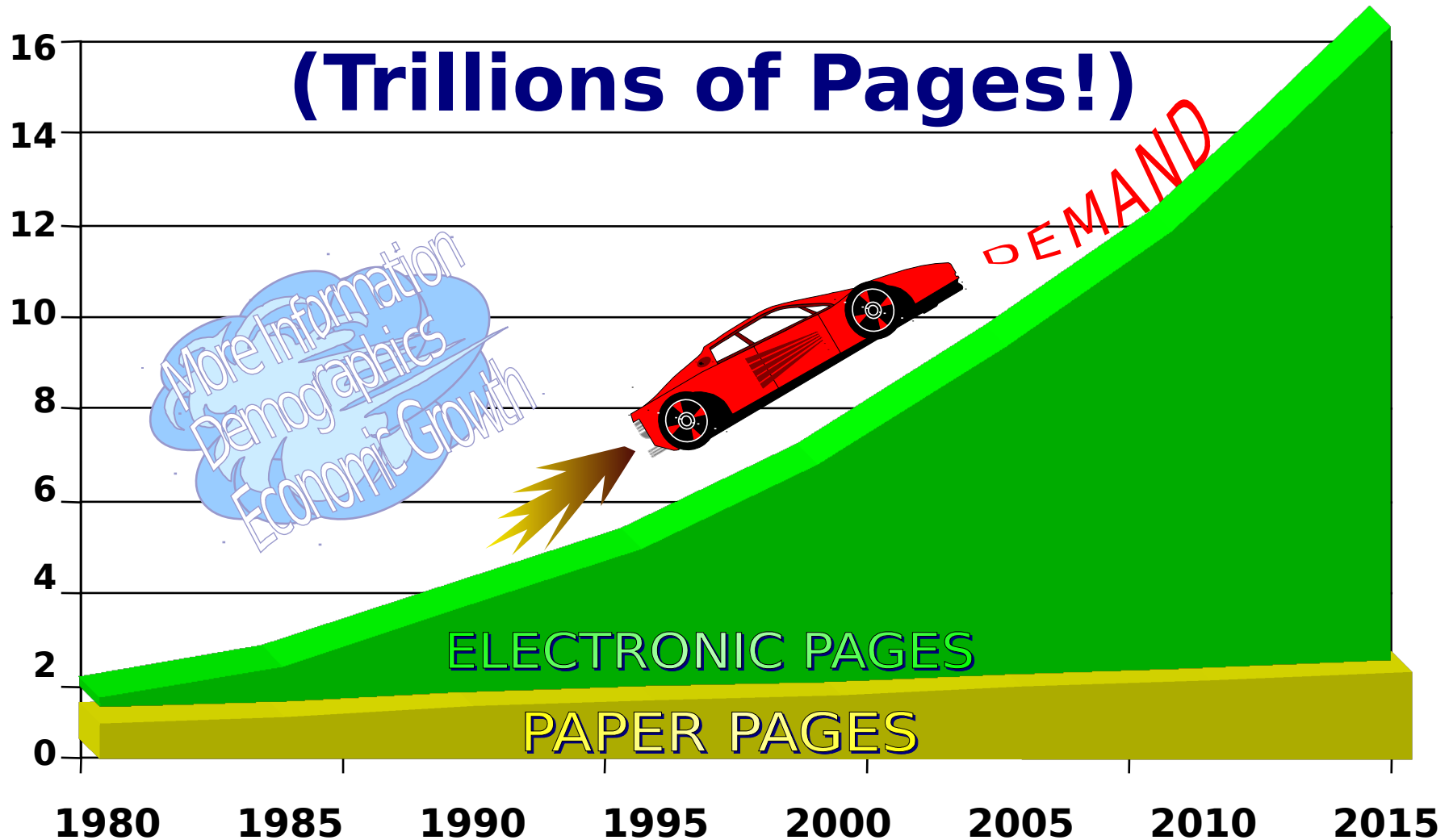
- Working Capital Fund - 50 Years
- Job-Order Cost Management
- 1st CFO Accounting System
- First DoD IMPAC Card



## **Mission**

The DAPS provides **document automation** services world-wide in support of America's Armed Forces, encompassing electronic conversion, retrieval, output, and distribution of digital and hardcopy information.

# Future of the Document



# Paper, Paper Everywhere

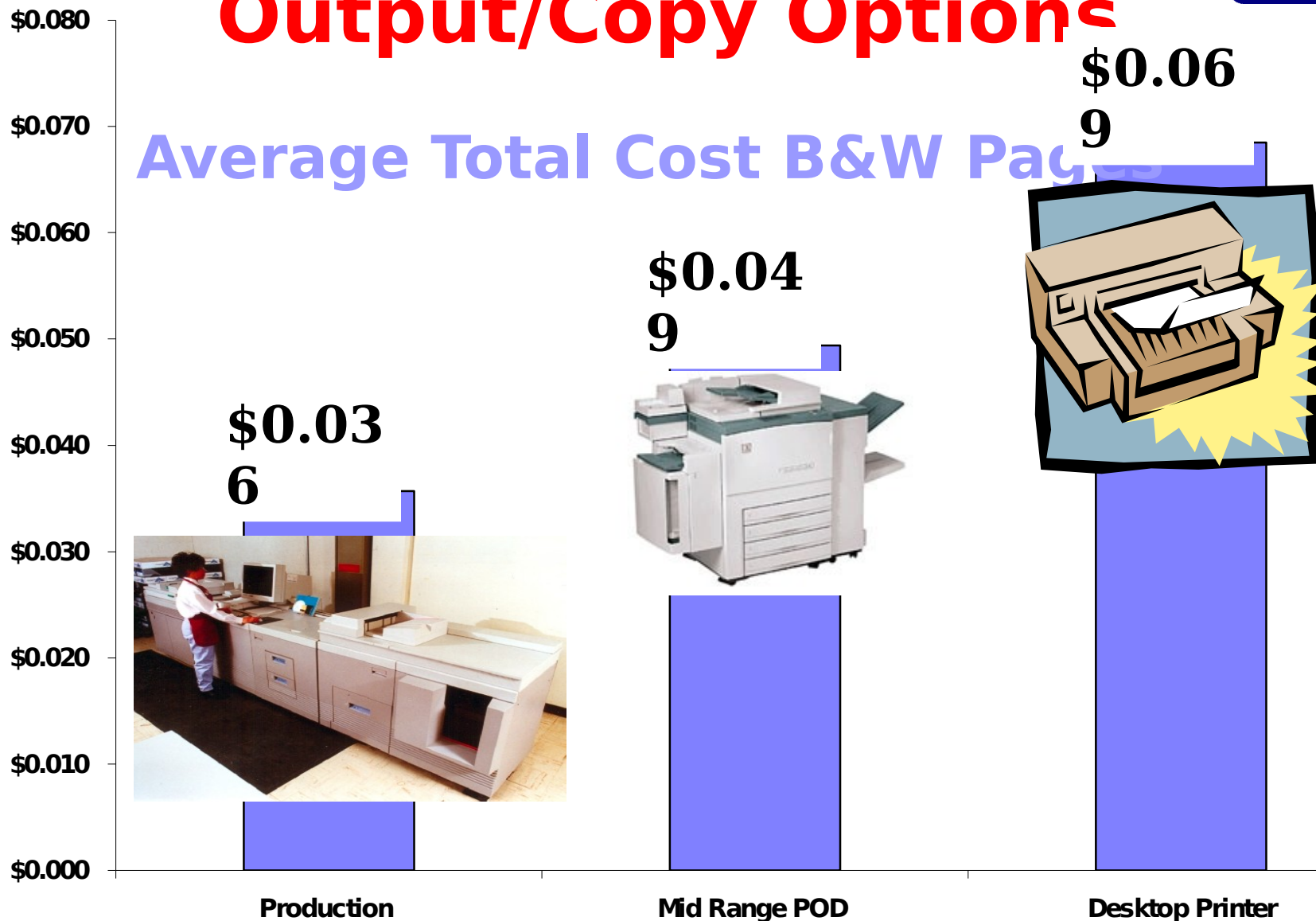


- ☐ The demand for print will not diminish in the near future
- ☐ Digital printing makes paper a more effective medium in the information age
- ☐ On-demand printing complements the electronic distribution of information
- ☐ One measure of an organization's rate of change is how often it updates its preprinted documents
- ☐ Document obsolescence is also a significant business issue

Source: CAP  
Ventures

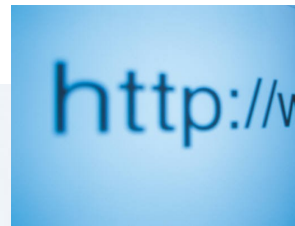
# Selecting Your Print Output/Copy Options

Average Total Cost B&W Pages



# Publishin

- Key trends that are influencing the nature of publishing:

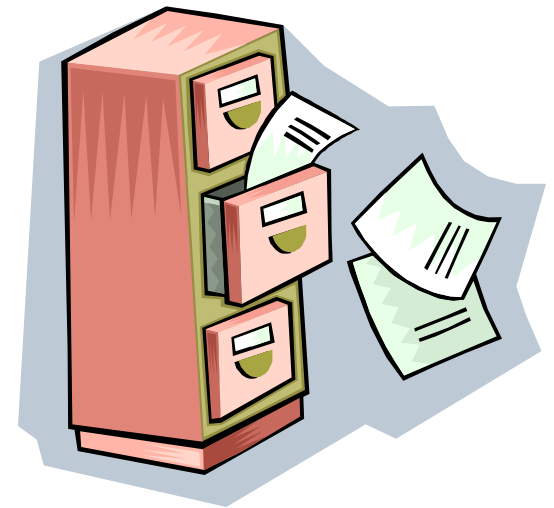


- Workforce inefficiencies related to publishing will cost organizations across the globe approximately \$750 billion in 2001
- Knowledge workers, defined as those who use information technology to collect, analyze, and communicate knowledge, waste between 15 and 25% of their time engaged in non-productive publishing activities

Source: A.T.

# The Document Burden

- There are over 4 trillion paper documents in the U.S. alone, growing at a rate of 22% per year
- Companies spend \$20 in labor to file a document, \$120 in labor to find a misfiled document, and \$220 in labor to reproduce a lost document
- 7.5% of all documents get



Source: Coopers &

# The Challenge We Face

“The amount [of information] created this year and next will exceed all the previous information produced throughout human history.”

There are 550 billion pages on the Web, and over 7 million pages are added each day. In addition, the average white-collar employee receives 40 e-mail messages at work each day.

*Information Overload: More Original Data Will Be Created In The Next Two Years Than In All Of Human History, Boston Globe, February 11,*

2001



# DAPS Mission & Services

*Move the DoD/Federal Agencies Toward Automation*

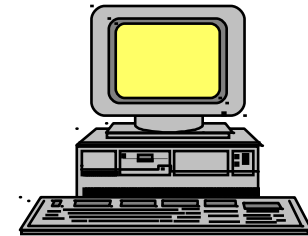
Bulk Printing  
& Warehousing



On-Demand Output



On-Line Access



**Traditional  
Document  
Services**

**Production  
Duplication &  
Quick Copy  
Services**

**Print**

**Equipment  
Management  
Solutions**

**Digital Copiers**

**Multi-function  
Devices**

**Output  
Management**

**Document  
Automation  
Services**

**Conversion**

**Document  
Warehousing**

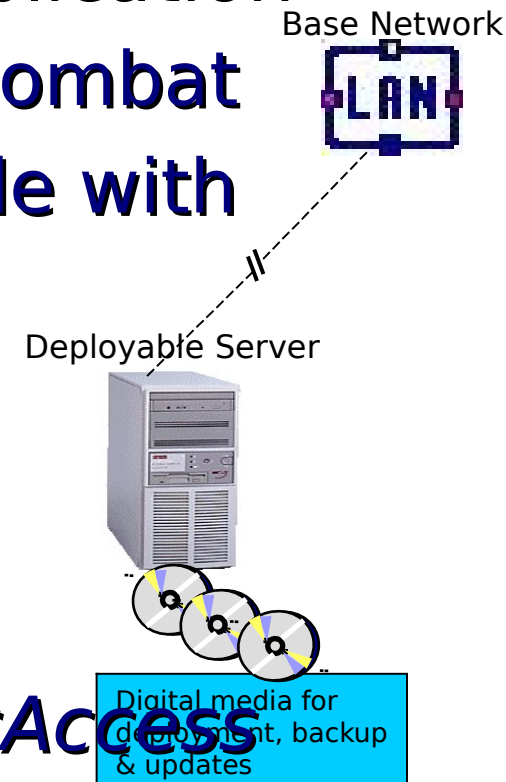
**Records Mgmt**

**Web**

# **‘DAPS’**

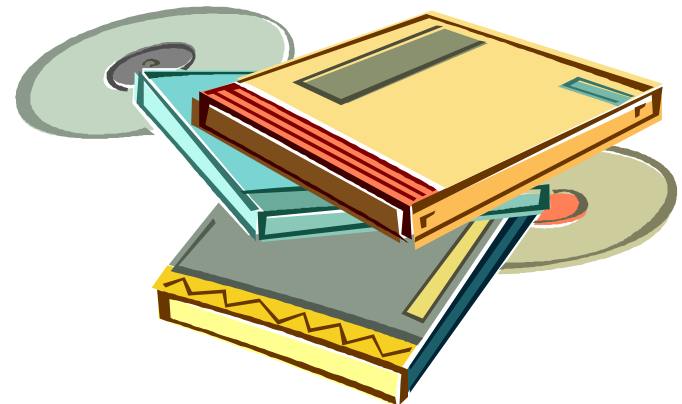
## **Means: “Document Automation”**

- We deliver best value portable replication
- DAPS understands and supports combat contingency operations – worldwide with deployable media
- Cross-platform compatibility
- Logical CD formatting
- Cost savings distribution
- Order from the desktop using *DocAccess*
- Credit card to order products and services



# DoD's Document Solutions Provider

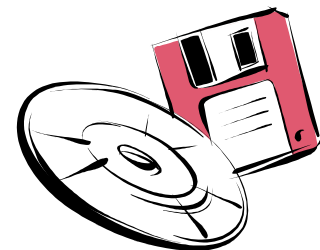
- Specialists in document services
- Catalyst for business transformation
- Provides solutions on an enterprise level
- DoD's preferred provider of document automation solutions
- DoD family member for over 50 years
- World-wide locations



# Solution Expertise

## ■ Document Conversion

- ☐ Convert from paper to digital
- ☐ Valuable Resource
- ☐ Accessibility to Information
  - Faster and easier to find documents
- ☐ Improve Document Management
- ☐ Lower Mail Costs
- ☐ Eliminates File Cabinets and Warehouses
- ☐ Enables less costly distribution and printing
- ☐ Less Weight (for documents on ships/aircraft)



# Solution Expertise (Cont'd)

## ■ Knowledge/Content Management

- Save time and \$\$\$ by organizing information in an efficient manner
- Capture data from long-time employees before they retire
- Make all data, no matter the type, available from one source

## ■ Digital Warehousing

- Provide turn-key solutions
- Improves document management
- Technology Advantages

**Managing the knowledge of the enterprise is a major problem.**

**Only 12% of corporate knowledge is in a shareable format.**

**A large part of enterprise knowledge (88%) is transferred through personal experience, much the way it was hundreds of years ago**



# DAPS Converts Data Output-on-Demand

- **Any format required for application**
  - ✓ eliminates waste
  - ✓ on-line or E-tool viewing
  - ✓ low cost distribution
  - ✓ save resources in change management
- **Print-on-Demand**
  - ✓ send job to DAPS production site - delivered to your desk, or DAPS converts on site for security reasons
  - ✓ print one page at a time from desktop
- **We can service all USAF customers with conversion service**
- **DAPS is DoD preferred document**

Docking Station  
w/ Portable E-Tool



Base Network



PDF

iPDF

HTML

SGML

XML

Internet Explorer  
Adobe Acrobat Reader

- Check TO updates
- Pull updates
- Incorporate changes



Print on  
Demand

# **DAPS A-76**

- **MEO Implementation**
- **2 year process**
- **Reorganizing**
  - ☐ **Consolidating**
  - ☐ **Self Service/Kiosk**
- **More efficient operations**
- **New organization - improved services**



**Best Value for Government !**

# Advantages of MEO

- Moving to “remotely managed” facilities
- Updating/improving equipment
- Supply management improvements
- Personnel/staffing sized to meet customer demands
- eBusiness capabilities improved



**\$216M  
Savings over 5  
years**

- Organization structured to retain/expand customer relationship





# **Advantages of MEO (continued)**

- **Adopts industry best practices**
- **Enhanced e-commerce and communications capabilities**
- **Establishes partnerships with industry leaders**
- **Flexible to meet changing requirements**
- **Infrastructure reshaped for efficient and effective service delivery**

# Advantages of MEO

## (continued)

- Price reductions for customers
  - DAPS solutions help you reduce your internal operational costs
  - DAPS' reduced operating costs translate into lower prices for you, the customer
  - Gives you more money to your core mission requirements.



**Customer  
price  
reductions  
begin FY04**

# Centralization of Service



- Faster and more efficient ordering and delivery of services
- Central points of contact for Government Printing Office (GPO) ordering
- Central offices located closer to GPO offices, which speeds up delivery of job
- Central points of contact for equipment management (copiers)
  - Easier to add, manage, consolidate copiers within your enterprise
  - Many employees across your enterprise will be

# Web Online Access



- Easier and faster than ever!
- Web based – No downloads /no firewalls /no plug-ins
- Place orders via Web without leaving your desk
- Access to all of DAPS production centers, worldwide
- Access to more DAPS services
- Check your account balances
- Check your present and past job status

# Service Offerings

## Self-Service

- Walk-up, “while you wait” duplication service installed for customer convenience
- High speed, network capable copiers with popular imaging and finishing features
- Accessible 24 hours a



**Xerox Doc 480**

# Service Offerings (cont'd)

## Virtual Center

- Accompanies the digital copier/network device
- Provide the customer face-to-face (video/audio) communications with a DAPS specialist
  - *Order placement*
  - *Specialty service*
- Proven technology - but (rapid prototype; customer feedback prior to full implementation)



- Connected to the **Customer Information Center (CIC)**

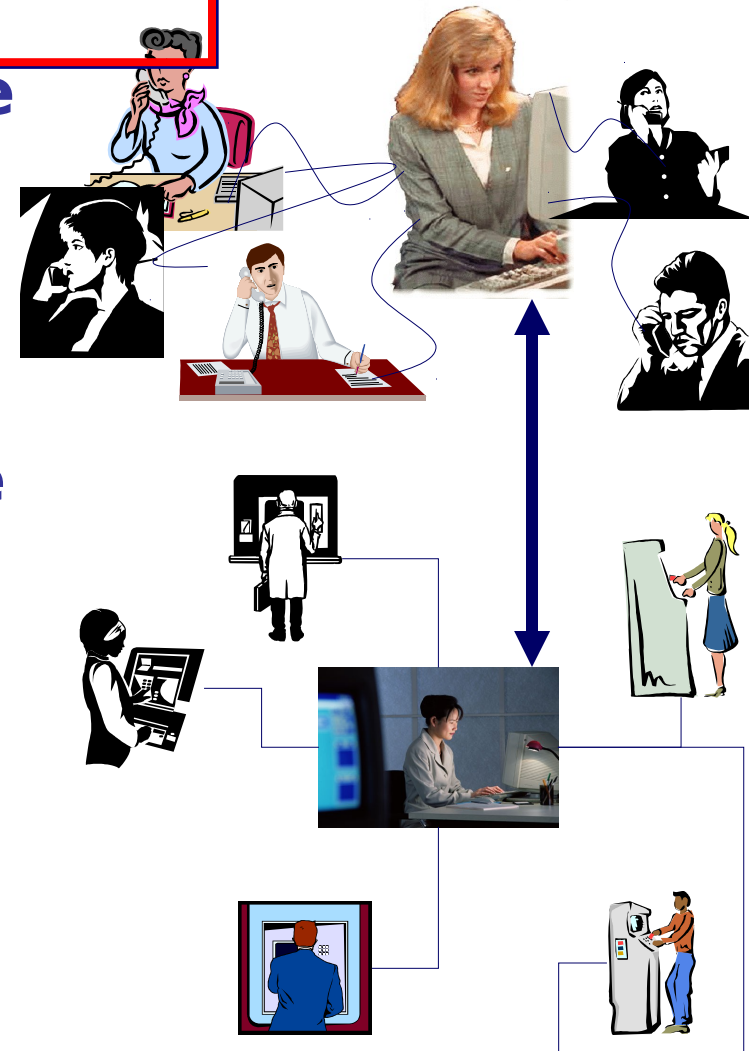
# Customer Communications

## Call Center

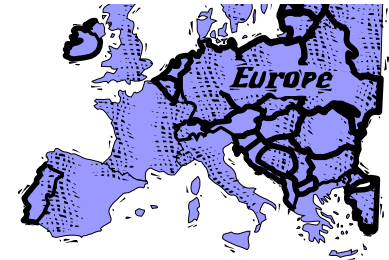
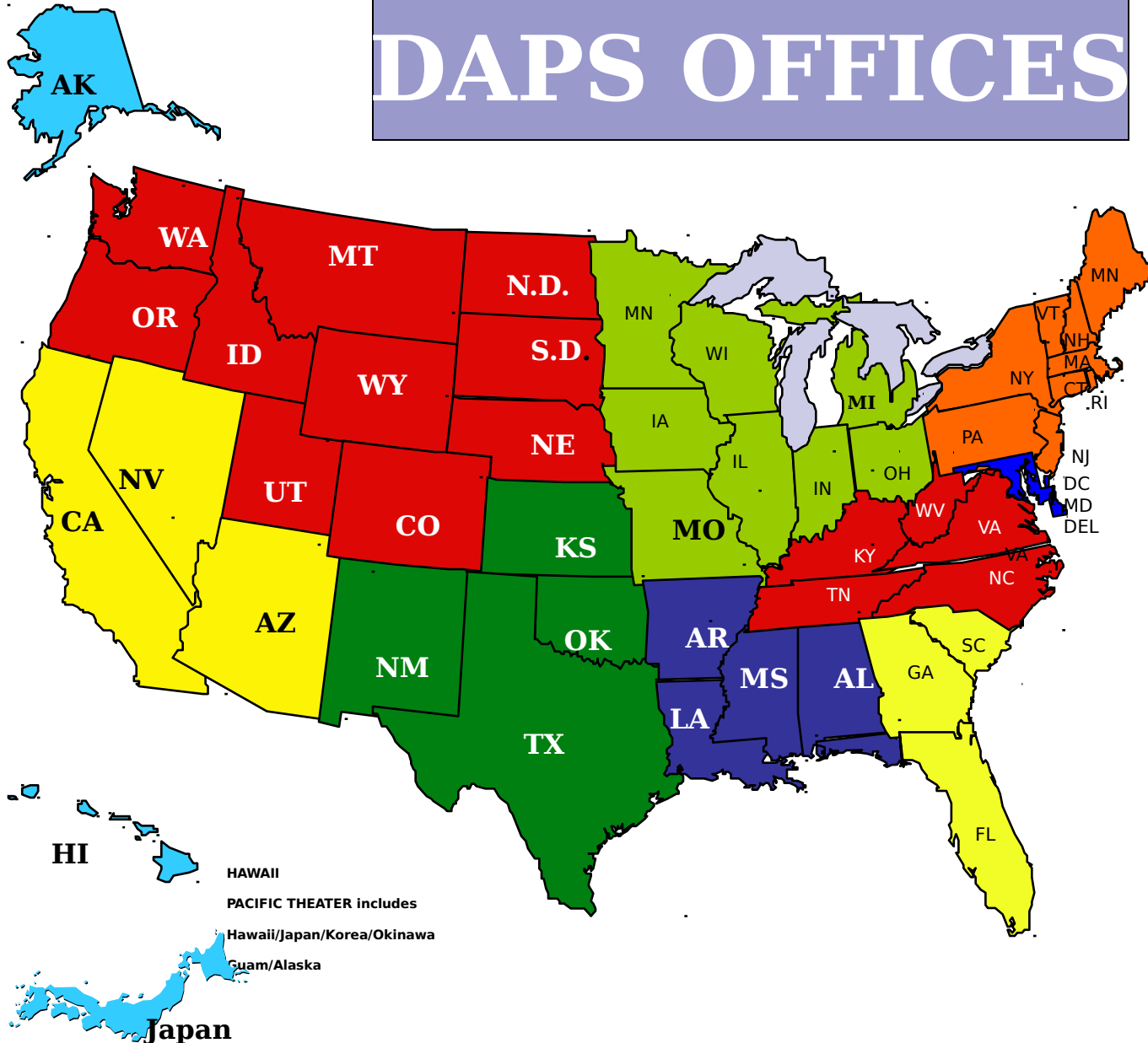
- ✓ Toll-Free customer telephone support
- ✓ Operated by DLIS, Battle Creek, MI

## Customer Information Center

- ✓ General customer assistance and response
- ✓ Connected to Virtual Centers and Call Ctr
- ✓ Specialized and comprehensive
- ✓ Assistance to DAPS customers



# DAPS OFFICES



1. PACIFIC
2. BANGOR
3. SAN DIEGO
4. OKLAHOMA CITY
5. PENSACOLA
6. GREAT LAKES
7. PHILADELPHIA
8. WASHINGTON
9. NORFOLK
10. JACKSONVILLE
11. EUROPE



# Thank You!



**DAPS Homepage: [www.daps.dla.mil](http://www.daps.dla.mil)**

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